The Newport News Department of Human Service Agency

HMSV 440W Program Development

Ronald Adams

The agency I have chosen for my evaluation is the Newport News Department of Human Services Adult & Family Services Program. I have already contacted and gained permission to evaluate the agency by the director. The director has been informed that my evaluation could possibly include observations and interviews if that was ok with her.

**Mission and Purpose**

According to the Newport News Department of Human Services (n.d.), their mission is to contribute to the quality of life in Newport News by promoting empowerment and independence through human services and community partnerships. They believe in a safe, healthy, and productive community that supports and values all individuals. The Department of Human Services strives to provide efficient, responsive, and excellent customer service through caring, commitment, and collaboration. By promoting empowerment and independence, the people that use their services are able to do so but the goal eventually is for them to be able to voucher out on their own. There are numerous services that they provide to the community for assistance.

**Population & Demographics**

The population that they serve to are individuals with disabilities who are 18 years of age or older, people who are 60 years of age or older, children, and teens. I couldn’t really find statistical data regarding demographics, but I was able to find out that as of 2013, they have served over 60,000 people (Human Services, n.d.). The services they provide are adult protective services, adult services, child care provider certification, community resource programs, emergency services, intervention services, and volunteer services program. The characteristics that people using the services all share is that they all are human beings and need help in some sort of way.

**Geographic Location**

The facility is in Newport News, Virginia. It is in the eastern part of Virginia, midway between Williamsburg, Norfolk, and Virginia Beach. The address is 6060 Jefferson Avenue in Newport News, Virginia and the zip code is 23605. The place really isn’t hard to find but if anyone need help locating the place they could always go on their website to find out how to exactly get there or contact them.

**Rationale**

I chose the Newport News Department of Human Services Adult Services program because I love helping people, so I figured they help people in multiple ways each day so why not evaluate them. I plan to do an internship with the company in the fall, so I think it would give me an idea of how they operate on a daily basis. Also, I think the agency could help me on my career path to become a Licensed Clinical Social Worker by me seeing how they handle their client’s cases and so forth. I feel as if this would be a great experience as a student.

**References**

Human Services. (n.d.). Retrieved from <https://www.nnva.gov/human-services>